IN THE CLAIMS

Claims 1 -19 (cancelled)

20. (currently amended) A method on a first database server networked to at least one other database server containing collaborative database information records, the method on the first database server comprising:

selecting at least one remote database server;

accessing locally on a first database server, at least one database record in a first database, wherein the database record includes at least one field for each of a sequence number field, a problem identifier field, and a work history field;

searching for at least one database record in the first database with a value in the work history field matching a predetermined value;

using a sequence value within the sequence number field in the at least one database record in the first database with the value in the work history field matching the predetermined value as a starting point for synchronization with the remote database server, wherein the sequence value in the sequence number field of the at least one database record is associated with the at least one database record;

sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value, wherein data included in each database record is new and distinct over existing information residing in the remote database server;

appending at least one new database record directly into the first database with a new value in the work history field matching the predetermined value; and

storing a new sequence number directly in a sequence number field of the at least one new database record in the first database, wherein the new sequence number is an increment of a final sequence number of a final

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database record sent to the remote database.

21. (previously presented) The method of claim 20, wherein the searching for at least one database record in the first database with a value in the work history field matching a predetermined value includes searching for a predetermined entry which does not include a time entry.

22. (previously presented) The method of claim 20, wherein the sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value includes sending each database record for customer service information.

23. (previously presented) The method of claim 20, wherein the sending to the remote database server each database record in the first database whose sequence number in the sequence number field is greater than the sequence value includes sending each database record for a help desk application.

24. (previously presented) The method according to claim 20, wherein the sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value includes sending to the remote data base server with a second database schema that is different than a first database schema for the first database server.

25. (previously presented) The method according to claim 24, wherein the sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value includes sending to the remote data base server at least one database record from the first database server with the first database schema that has been previously designated as non-confidential.

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26. (currently amended) A computer readable medium containing programming instructions for execution with a first database server networked to at least one other database server containing collaborative database information records, the programming instructions comprising:

selecting at least one remote database server;

accessing locally on a first database server, at least one database record in a first database, wherein the database record includes at least one field for each of a sequence number field, a problem identifier field, and a work history field;

searching for at least one database record in the first database with a value in the work history field matching a predetermined value;

using a sequence value within the sequence number field in the at least one database record in the first database with the predetermined value as a starting point for synchronization with the remote database server, wherein the sequence value in the sequence number field of the at least one database record is associated with the at least one database record;

sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value, wherein data included in each database record is new and distinct over existing information residing in the remote database server;

appending at least one new database record directly into the first database with a new value in the work history field matching the predetermined value; and

storing a new sequence number directly in a sequence number field of in the at least one new database record in the first database, wherein the new sequence number is an increment of a final sequence number of a final database record sent to the remote database.

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27. (previously presented) The computer readable medium of claim 26, wherein the programming instruction for searching for at least one database record in the first database with a value in the work history field matching a predetermined value includes searching for a predetermined entry which does not include a time entry.

28. (previously presented) The computer readable medium of claim 26, wherein the programming instruction for sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value includes sending each database record for customer service information.

29. (previously presented) The computer readable medium of claim 26, wherein the programming instruction for sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value includes sending each database record for a help desk application.

30. (previously presented) The computer readable medium of claim 26, wherein the programming instruction for sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value includes sending to the remote data base server with a second database schema that is different than a first database schema for the first database server.

31. (previously presented) The computer readable medium of claim 26, wherein the programming instruction for sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value includes sending to the remote data base server at least one database record from the first database

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server with the first database schema that has been previously designated as non-confidential.

32. (currently amended)   A data processing enterprise having at least two processing elements networked together, comprising:

at least a first database server having at least one database record in a first database, wherein each database record includes at least one field for each of a sequence number field, a problem identifier field, and a work history field

a bridge program for communicating with the first database server including a means for performing:

selecting at least one remote database server;

searching for at least one database record in the first database with a value in the work history field matching a predetermined value;

using a sequence value within the sequence number field in the at least one database record in the first database with the value in the work history field matching the predetermined value as a starting point for synchronization with the remote database server, wherein the sequence value in the sequence number field of the at least one database record is associated with the at least one database record;

sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value, wherein data included in each database record is new and distinct over existing information residing in the remote database server;

appending at least one new database record directly in into the first database with a new value in the work history field matching the predetermined value; and

storing a new sequence number directly in a sequence number field of in the at least one new database record in the first database, wherein the new sequence number is an increment of a final sequence number of a final database record sent to the remote database.

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33. (previously presented) The data processing enterprise of claim 32, wherein the searching for at least one database record in the first database with a value in the work history field matching a predetermined value includes searching for a predetermined entry which does not include a time entry.

34. (currently amended) The data processing enterprise of claim 32, wherein the sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value includes sending each database record for customer service information.

35. (previously presented) The data processing enterprise of claim 32, wherein the sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value includes sending each database record for a help desk application.

36. (previously presented) The data processing enterprise of claim 32, wherein the sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value includes sending to the remote data base server with a second database schema that is different than a first database schema for the first database server.

37. (previously presented) The data processing enterprise of claim 32, wherein the sending to the remote database server each database record in the first database whose associated sequence number in the sequence number field is greater than the sequence value includes sending to the remote data base server at least one database record from the first database server with the first database schema that has been previously designated as non-confidential.

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